# Case Study | Warranty Management

## Industry
Manufacturing

## Region
North America

## Services
A wide variety of municipal and industrial solutions for cleaning, maintenance, and public safety.

## Technology
Oracle Service Cloud
RightNow Dealer Portal
JD Edwards

**ORACLE® Platinum Partner**

## Client

**Federal Signal** designs and manufactures a suite of products and integrated solutions for municipal, governmental, industrial, and commercial customers under a variety of recognized brand names, such as **Elgin . Vactor, JetStream,** and **Guzzler.**

Federal Signal is organized in into two business units:

1. **Environmental Solutions Group (ESG):** Serving municipal, Industrial, and utility markets for surface and sub-surface cleaning, safe-digging, infrastructure maintenance and material hauling.

2. **Safety and Security Systems Group (SSG):** Serves the needs of municipalities and industrial verticals for audible and visual safety and security notification devices and systems

## Project Background

With a strategic push to migrate their applications to the cloud, Federal Signal chose the **Oracle CX Suite** of products for their Sales, Service, and Marketing  process areas. As an Oracle Platinum Partner specialized in CRM, Oracle CX Cloud, OBIEE, and SOA Suite, Federal Signal chose Speridian to support, maintain , and enhance their **Oracle CX Cloud** landscape.

## Requirements

Address adoption issues of Sales Cloud:

Provide dashboards and reporting, automated workflow, and improved data management techniques

Modernize Warranty Management Process through the implementation of Service Cloud

Provide Integration between JD Edwards ERP and Oracle CX Cloud: Sales Cloud and Service Cloud

## Solution

Through Speridians CX Cloud CoE, Speridian provided necessary solutioning and delivery across 3 core platforms:

**1) Oracle Sales Cloud**
- · Enhancements & Fixes
- · Dashboards & Reporting

**2) Oracle Service Cloud**
- · Warranty Management Modernization

**3) Oracle Marketing Cloud**
- · Workflow and Integration for Leads

## Case Study Cost Benefit Analysis

## 1 Million USD Saved over the first 4 years

## 46% Productivity Gain    41% Claim Cost Decrease

## Results

Federal Signal has realized an increase in user adoption of their CX Cloud applications and continues to look to Speridian to provide additional process improvements.

The Warranty Management solution has provided Federal Signal with significant cost savings and enhanced functional capability, which is leading to follow-on work for Parts Ordering as an extension of the Warranty Process.

By providing an automated Lead Generation solutions Leads generated via Marketing Cloud Campaigns flow into Oracle Sales Cloud and are assigned automatically.

## Speridian
TECHNOLOGIES

For more information please contact us at:

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